



Date of Incident	10-30-2021
Prepared By	Felicia Howell
Reviewed By	Incident Report was reviewed by Lori Kolinchak on 11-02-2021 at 04:20 PM.
Property	Eola
Time of Incident	00:07:00
Location of Incident	Eola Fire Stairwell where door leads to parking lot. Resident did not notify us until 11/1 when she mentioned her fall to Jermaine Newell, our Maintenance Tech. She said at the time "I fell, should I sue". Jermaine asked her to call the office to explain what happened. She called and spoke to Dawn Buck and then Felicia Howell. When the resident spoke to Dawn and Felicia, she stated that she didn't know if she tripped over her own feet or something on the stairs. She was rushing to a hair appointment.

Description of Incident
<p>Please see attached after downloading the VS player with the link below. https://us.hikvision.com/en/support-resources/downloads/tools Ms. Dixon called this afternoon to inform me that she fell down Eola Fire stairwell steps On Saturday morning around 7am. She said she was not sure if it was her fault or not But she was rushing out the door and she did not go to the hospital. She said she is still in pain. She hit her chest, head, toe and knee.</p>
Corrective action taken at the time of the incident
<p>The day it was reported 11/1 we inspected the stairs and checked the cameras and didn't see any defects. Footage attached.</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>I asked the resident if she was okay and if she needed anything. I asked if she went to the hospital and she said she did not.</p>
Witnesses names and phone number
<p>N/A</p>
Is criminal activity involved
<p>No</p>
Was there security camera footage of this incident?
<p>Yes</p>
Link to security footage video in Box
<p>https://lindyproperties.box.com/s/mkr4pcimwqt081o84ps9a5tbikt8nw2a</p>
Did this incident involve a resident?
<p>Yes</p>
Resident Name
<p>Regina Dixon #102. No current phone number on file.</p>
Did this incident involve a Lindy team member?
<p>No</p>
Did this incident involve a vendor?
<p>No</p>